

Congress of the United States
House of Representatives
Washington, DC 20515-2302

November 18, 2021

The Honorable Louis DeJoy
Postmaster General
United States Postal Service
475 L'Enfant Plaza, S.W.
Washington, D.C. 20260

Dear Postmaster General DeJoy,

The United States Postal Service is an integral part of our local communities. I write today to express concerns with mail and package delivery and learn from you about your plans for the 2021 holiday shipping season. As you know, we are already in the peak holiday season for USPS, which began on October 3rd.

Americans across the country are anxiously awaiting the holiday season to safely gather with friends and families after another trying year. They deserve to have all of their mail arrive on time - not only packages containing gifts or holiday goodies or cards, but also prescription drugs or business payments. I'm particularly concerned about the rural communities and constituents I represent. I'm thankful for our mail carriers and postal workers, but my constituents need to know their prescriptions or Social Security checks will be delivered on time or that the package they send their loved ones serving in the military overseas will arrive for the holidays.

I believe that the 10 year *Delivering for America* plan will disproportionately hurt rural and elderly communities, as it delayed service standards by allowing up to five days for mail delivery and increased prices for postal customers.

Furthermore, USPS noticed an unprecedented temporary rate increase for retail customers during the 2021 Peak Holiday Season, which went into effect on October 3, 2021.¹ I've heard from constituents that are concerned about the increased costs not actually increasing delivery timeframes or service standards, with parcels still ending up severely delayed.

I respectfully request your response to the following questions:

¹ <https://about.usps.com/newsroom/national-releases/2021/0810-usps-announces-proposed-temporary-rate-adjustments-for-2021-peak-holiday-season.html>

ANGIE CRAIG
2ND DISTRICT, MINNESOTA

CRAIG.HOUSE.GOV

COMMITTEE ON ENERGY
AND COMMERCE

SUBCOMMITTEE ON COMMUNICATION & TECHNOLOGY

SUBCOMMITTEE ON CONSUMER PROTECTION & COMMERCE

SUBCOMMITTEE ON HEALTH

Congress of the United States
House of Representatives
Washington, DC 20515-2302

COMMITTEE ON AGRICULTURE

SUBCOMMITTEE ON COMMODITY EXCHANGES,
ENERGY AND CREDIT

SUBCOMMITTEE ON GENERAL FARM COMMODITIES
AND RISK MANAGEMENT

SUBCOMMITTEE ON LIVESTOCK
AND FOREIGN AGRICULTURE

COMMITTEE ON SMALL BUSINESS

SUBCOMMITTEE ON OVERSIGHT,
INVESTIGATIONS & REGULATIONS

1. How is the USPS informing customers of mail by dates for the 2021 Holiday Season to avoid as many delays as possible?
2. Will the holiday surcharges in effect from October 3, 2021-December 26, 2021 improve delivery times for customers?
3. What are the adequate staffing levels needed to accommodate the 2021 Peak Holiday Season?
4. The USPS Acting Assistant Inspector General for Audit Melinda Perez recently testified to Congress that, "insufficient capacity to handle the increase in parcels, sending parcels to the wrong facility, staffing shortages, and mail not being fully sorted when it arrived at the post office," were the root causes of nationwide service failures.² What are USPS' plans to better serve customers and counteract these failures?

Thank you for your prompt attention to this important matter, I look forward to receiving your response.

Sincerely,



Angie Craig
Member of Congress

² <https://www.uspsoig.gov/sites/default/files/document-library-files/2021/USPS%20OIG%20Written%20Testimony%20-%20Chicago%20Hearing.pdf>